



FOR IMMEDIATE RELEASE

Statement Regarding Recent DDoS Attacks and Mitigation

Tokyo, Japan, April 24th, 2013 - On the evening of April 21st, from 11:50 PM Tokyo time, Mt. Gox was hit by a strong DDoS (Distributed Denial of Service) attack that caused the site and trading engine to be unavailable for approximately four hours. The source of the attack is under investigation, and we are working with appropriate authorities to identify those responsible. However, the reality is that our primary goal is to stop the attacks and stabilize the exchange.

For the sake of our customers and the Bitcoin community it is important that we clarify the details of the recent attacks on Mt. Gox and what we are doing to combat them. As the operator of the largest Bitcoin exchange we have the responsibility to maintain the security of our customers' accounts, strengthen our infrastructure appropriately, and help maintain confidence in the growing Bitcoin market as a whole.

How we are being attacked:

What we are experiencing lately are "Layer 7" DDoS attacks. Unlike your average DDoS (which overloads the servers with traffic to the site as a whole) these are much more creative and harder to detect in that they target specific elements of the site and make it difficult to distinguish malicious traffic from normal traffic. The attackers' goal is to shut down the exchange, either through the DDoS itself, or by forcing Mt. Gox to take measures that have the same effect. Attached to this document (See FAQ below) are some details from Prolexic regarding the recent attack.

What we are doing about the attacks:

When Mt. Gox is attacked there is truly no ideal solution:

- 1) Try to make sure to mitigate the attack as much as possible so we don't have to shut down everything, including the trading engine. This is done along with Prolexic, which has been invaluable in helping us in recent weeks.
- 2) We do our best not to influence the market at all. It is our responsibility to remain as neutral as possible towards market prices, and simply work to continue running the best exchange available.
- 3) Communicate what information we can with the public through forums such as Facebook, Twitter, Google+, and Reddit. We are open to suggestions on how we can improve this communication.

Mt. Gox has been working overtime since February to build a new trading engine which will be implemented by the end of June. Additionally, since early March we have been building a new IT infrastructure which will be completed by the end of May. We will make further announcements for such changes once they are implemented.

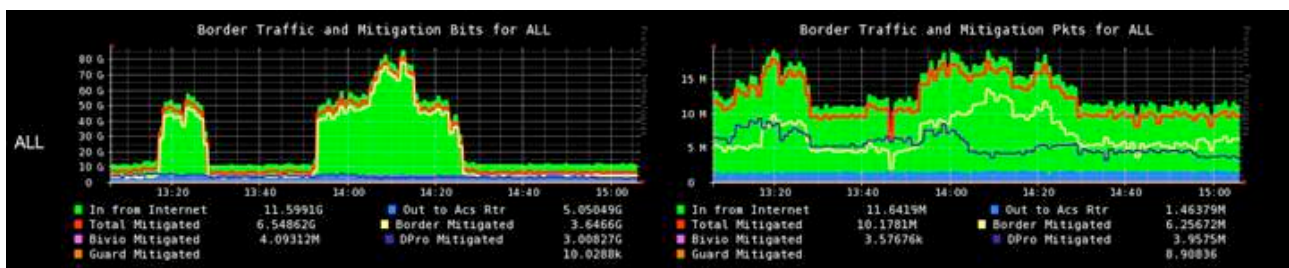
Bitcoin and other cryptocurrencies are just now entering the consciousness of people around the world, and still have a long way to go towards greater acceptance. While these attacks are a nuisance and a disservice to all Bitcoin holders and enthusiasts, they are also part of the growing pains of this incredible new technology.

Recent Frequently Asked Questions

There are many questions that have been coming up recently on Facebook, Twitter, and to our support team that we would like to address. Ideally we will be able to communicate in a more public, interactive forum very soon. In the meantime, here are some quick answers to common questions:

Who are the attackers?

We don't know, but we have some ideas. In the end this isn't really important as there will always be attacks, and our responsibility is to reinforce the exchange and maintain high security. Below are some details from the most recent DDoS attack.



Example of a recent 77Gbps attack

Are my funds safe at Mt. Gox?

We take the utmost precautions to stay within legal frameworks in order to protect all of our account holders, such as complying with laws regarding money laundering. In addition to legal protections, Mt. Gox has full accounting of all cash and Bitcoins at all times, and does not run a fractional reserve. For added security 90~95% of all Bitcoins are in cold storage to prevent malicious activity.

However, it is of the utmost importance that our customers take advantage of the security offered through Google Authenticator and Yubikey solutions to prevent account access by malicious parties through phishing, hacking, or other methods.

When will you be adding Litecoin (LTC) to Mt. Gox?

Soon. We were planning on doing so two weeks ago, but events derailed that plan. Right now we are focused on overall stability of the exchange, and will launch LTC when we are ready. Otherwise we could be further complicating things.

How long will account verification take?

Right now we have a backlog of verifications, but we are also doubling our support staff to process them. At time of this writing it could be 10~14 days, but will be growing shorter. Please be aware that it is **crucial** to take care in submitting your documentation correctly as per our instructions. Not doing so risks putting your processing back to the end of the line.

How long with Single Euro Payments Area (SEPA) withdrawals take?

Our bank limits the amount of transactions we can process per day. Although we are constantly negotiating for further raises in this level, the process takes time. Transfers were relatively easy when Bitcoins were \$15 each, but because the limits are based on currency amounts, a higher Bitcoin price makes this a challenge. If you absolutely need your money now, please add “international wire transfer” as a new method of withdrawal, cancel your SEPA, and go that route.

Regards,

Mt.Gox Team.

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About Mt. Gox

Mt. Gox is a service of Tibanne Co. Ltd., a privately-owned Japanese corporation based in Tokyo, Japan. Recognized as the leading exchange for Bitcoin, a digital cryptocurrency, Mt. Gox has seen unprecedented global growth in 2013 and is currently focusing on building stronger infrastructure to safely promote the spread of Bitcoin throughout the world.